Zonar MyView™ Parent User Guide

Last edited on · August 15, 2023

How to Download the Zonar MyView App

The Zonar MyView app can be downloaded at the Google Play Store (https://play.google.com/store/apps/details?id=com.zonarsystems.csu_mobile&hl=en_US) on Android devices and the App Store (https://apps.apple.com/us/app/zonar-otair-for-cummins-engine/id1494211626) for iOS:

1. Navigate to:
- The Google Play Store at: https://play.google.com/store (https://play.google.com/store/apps/details?id=com.bytecurve360.parentapp.zonar&hl=en_US) from your Android device; or
- The App Store at: https://apps.apple.com/us/app (https://apps.apple.com/us/app/zonar-myview/id1520739681) from your iOS device.
2. Tap **Install** or **GET**.
3. Tap on the app icon to open Zonar MyView.

Compatibility:

Android	Lollipop OS or greater
iOS	iOS 12.0 or greater
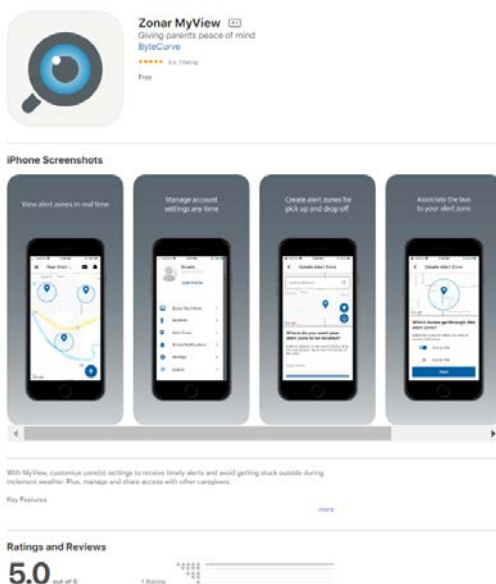
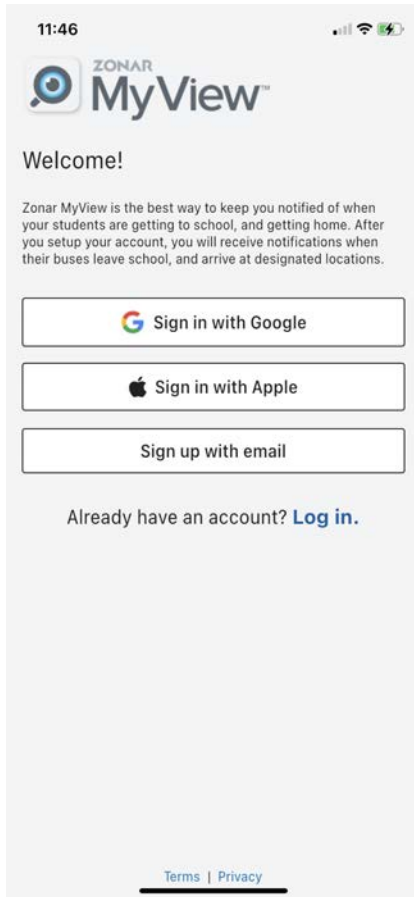## MyView Bus Tracking

- How to setup an account
- How to set up an account for a caregiver
- How to add a student
- How to remove a student
- How to create an Alert Zone notification
- School Notifications
- Confirm or Change Student Bell Time

How to setup an account

1. Tap the application on your device to open it.

2. Tap one of the sign up/sign in methods:

- Sign in using a Google account

- Sign in using an Apple account

- Create a new account using an email address:

a. Enter your full name and email address.

b. Enter a password used to access the MyView app.

c. Select the method you want to be notified about bus updates (either push notifications through the app or via email).

d. Tap **Register.**
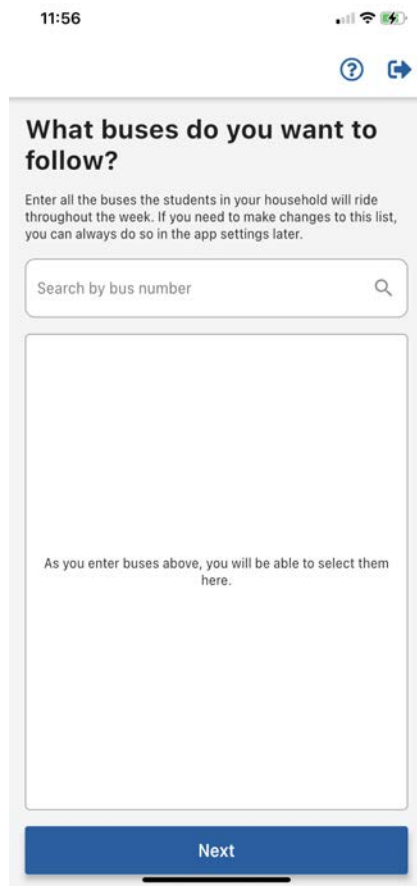

3. Enter the access code provided by your school.

4. Tap **Submit.**

5. In the search field, enter the bus number you want to follow.

6. Select the number from the list.

7. Tap **Next.**

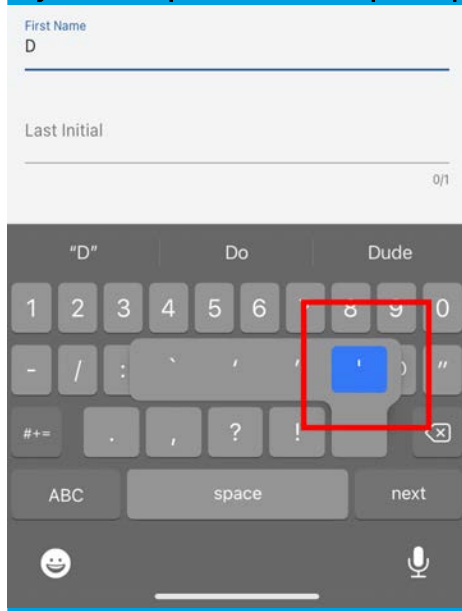

8. Enter your student's information:

- Student ID Number (as provided by your school)
- Full first name

- Initial of last name

9. Tap **Next.**

iOS Users

If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and hold the apostrophe key to select the correct one.
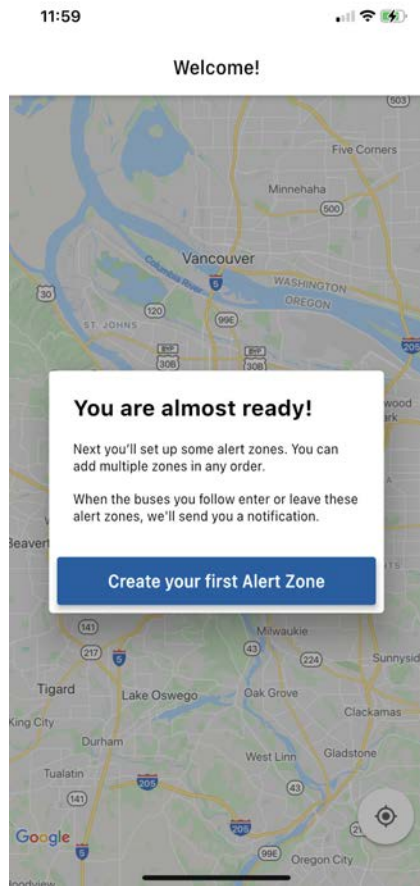

10. Confirm your student's information. If the information is incorrect, tap **Try Again**.

11. Tap **Add another student** to follow another student, or tap **Done** to continue.
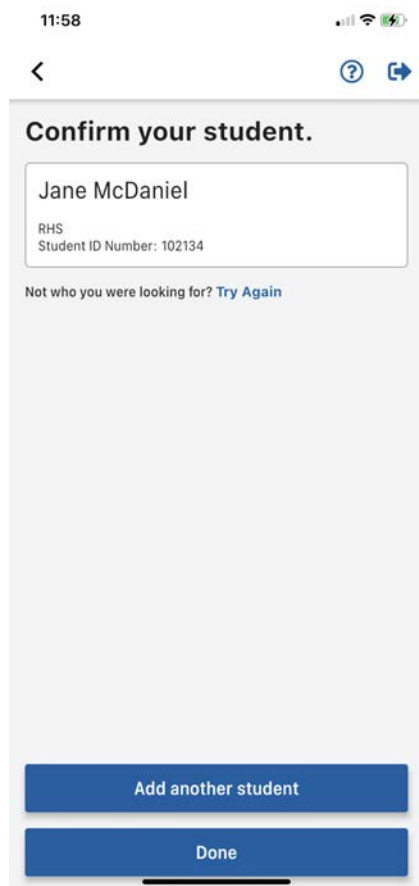
12. After you've entered your student information, create at least one Alert Zone to begin receiving notifications of the selected buses. Tap **Create your first Alert Zone** to continue.
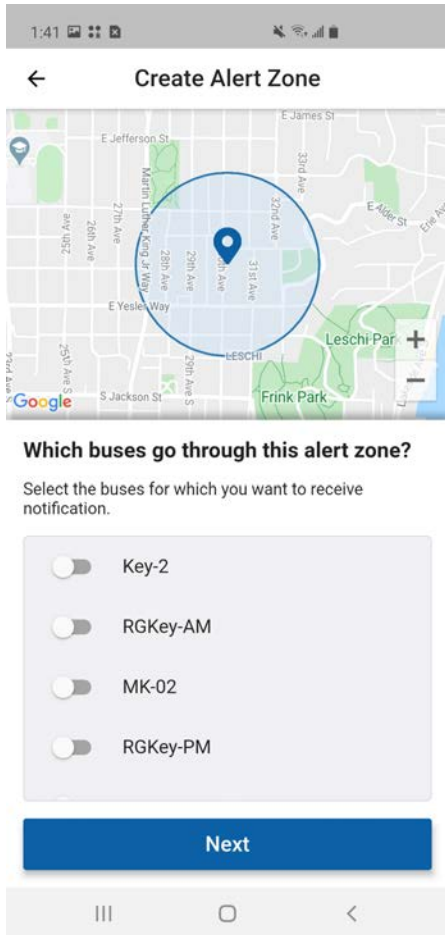
13. Enter an address in the search field or drag the map around. Tap the map to drop a pin at the center of the Zone.
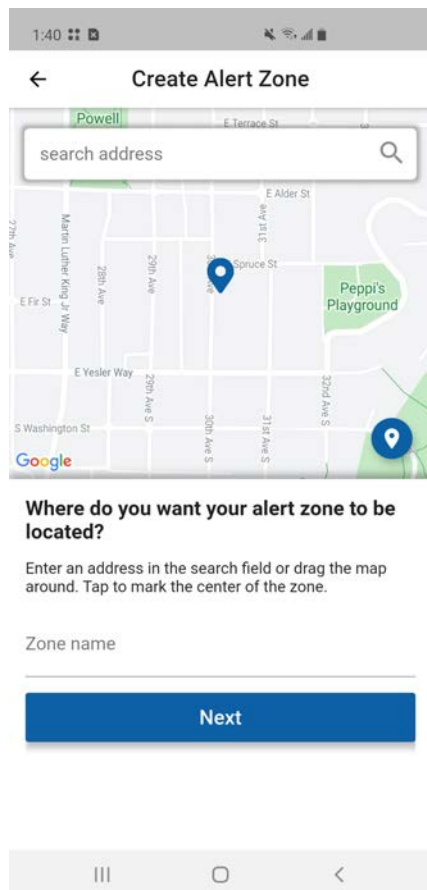
14. Name the Alert Zone. Tap Next.

15. Select all buses that go through the Alert Zone from the list of buses.

16. Tap **Next**.

17. Use the slider to adjust the radius of the Alert Zone.

18. Select the days of the week and time (either TO or FROM school) that you want to be notified.

19. Tap **Finish** to set the Alert Zone.

Buses are trackable for 2.5 hours based on their scheduled Bell Times. If an Alert Zone is not created for a bus, users will only be able to track the bus for the first 30 minutes and last 30 minutes of that time period.

How to set up an account for a caregiver

The process for creating an account for a caregiver (another family member, a babysitter, or other authorized guardian) is identical to setting one up for yourself. That authorized individual must download the app and follow account setup instructions above.

You need to provide that authorized individual with the school access code, student ID, and bus or route number.
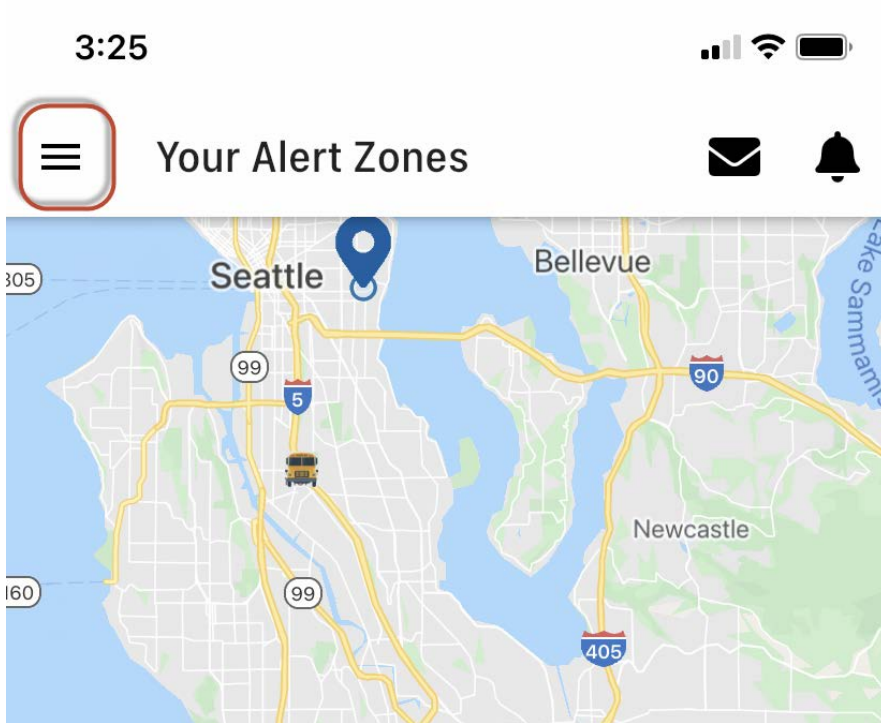
The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.
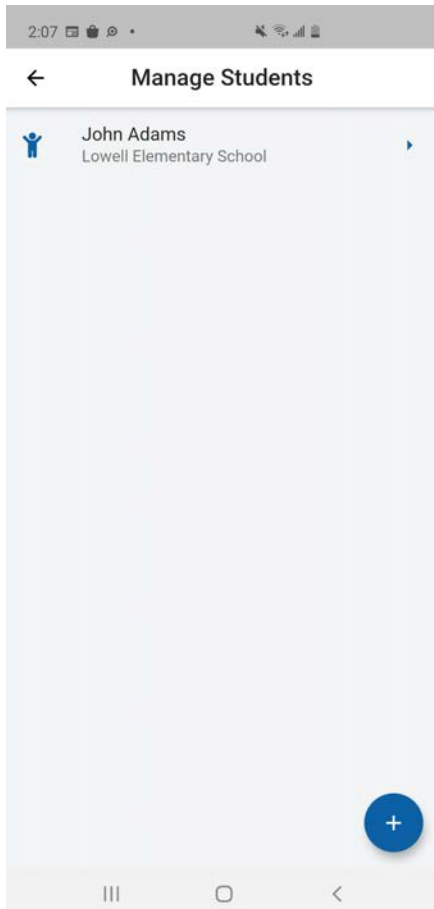
How to add a student

The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID
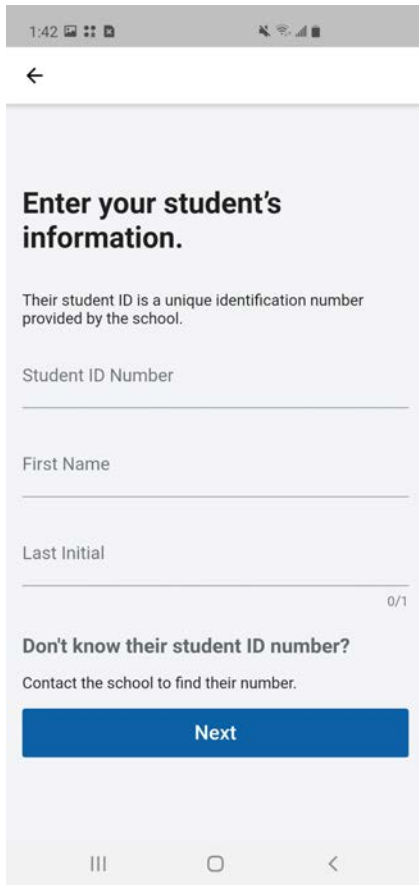
number.

1. Tap the Main Menu.

2. Tap **Students** or **Add Students.**

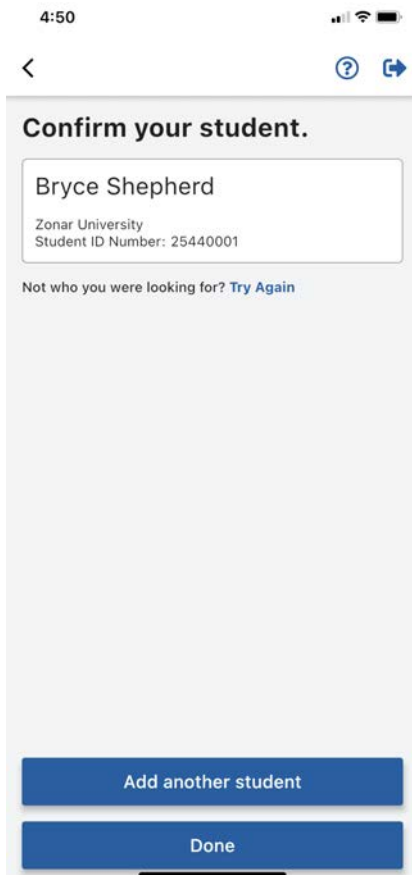3. If you already have a student listed and want to add another student, tap ⊕ in the lower right-hand corner.

4. Enter your student's ID number, first name, and last initial.

5. Tap **Next**.

6. Confirm your student's information, then click **Done**.
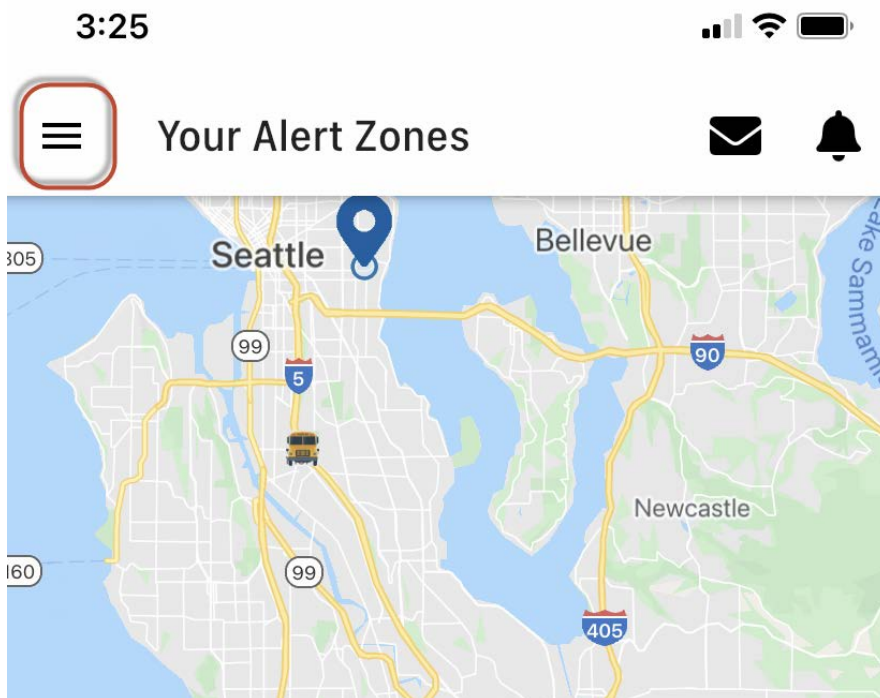
iOS Users

If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and hold the apostrophe key to select the correct one.
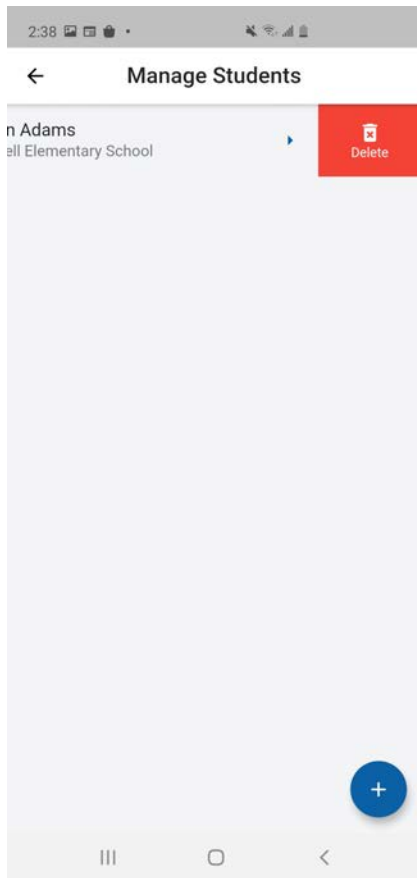
How to remove a student
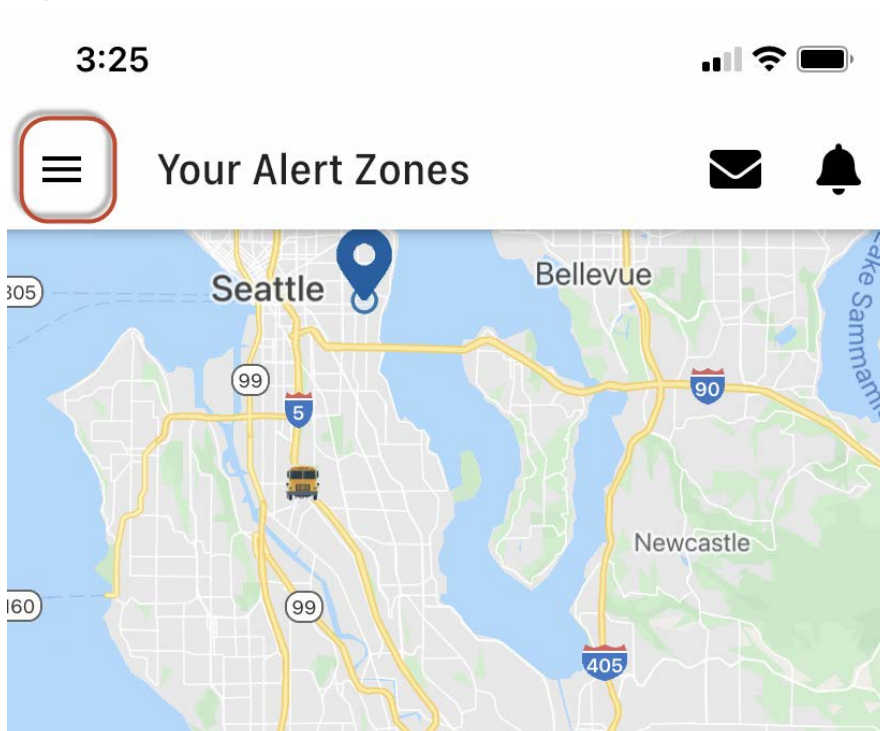
1. Tap the Main Menu.

2. Tap **Students**.

3. Swipe left on the student name you want to remove.

4. Tap **Delete**.

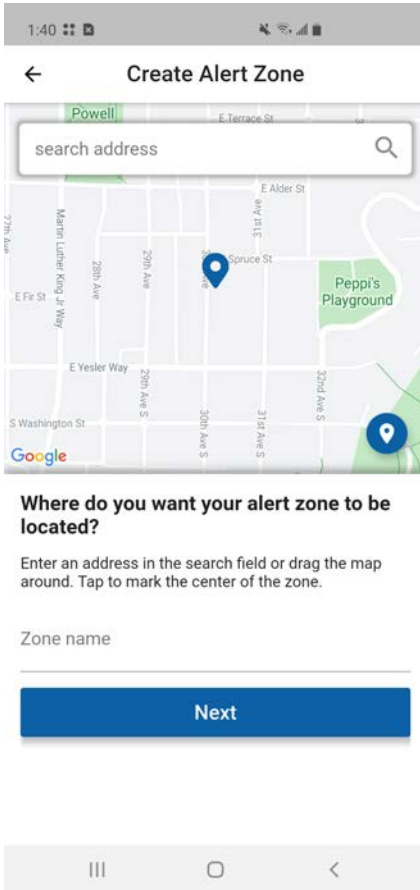## How to create an Alert Zone notification

1. Tap the main menu.

2. Tap **Create Alert Zones** or **Alert Zones**.

3. If you already have an Alert Zone listed and want to add another Alert Zone, tap ⊕ in the lower right-hand corner.

4. Enter an address in the search field or drag the map around. Tap the map to drop a pin at the center of the Zone.

5. Name the Alert Zone. Tap **Next**.

6. Select all buses that go through the Alert Zone from the list of buses.
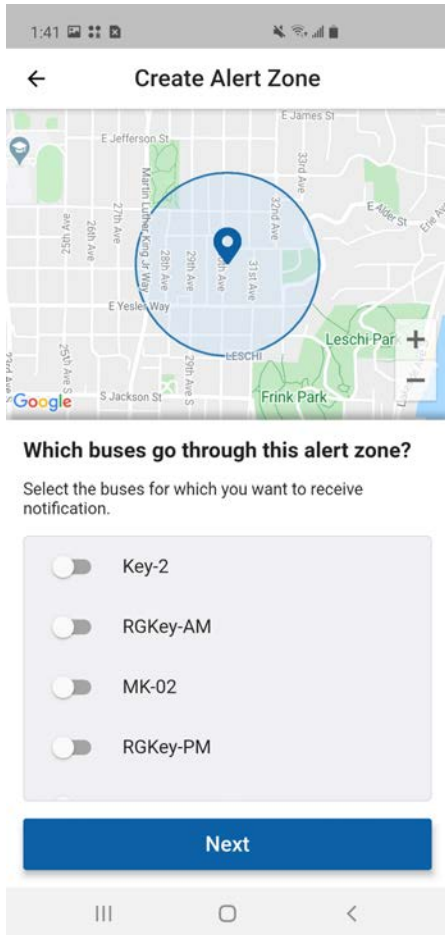
7. Tap **Next**.

8. Use the slider to adjust the radius of the Alert Zone.

9. Select the days of the week and time (either TO or FROM school) that you want to be notified.

10. Tap **Finish** to set the Alert Zone.

School Notifications

During the daily scheduled alert period, bus activity is viewable on the Alert Zone map. Alert Zones are indicated with a pin and the zone radius. Vehicles are indicated by a bus graphic.

Alerts and notifications from the school are pushed to your device and are indicated by a red number on the message or alert icons. You can access those alerts and messages by tapping on them.

If the GPS unit inside the bus in unable to send data to the cell network, the application cannot provide live bus location data.
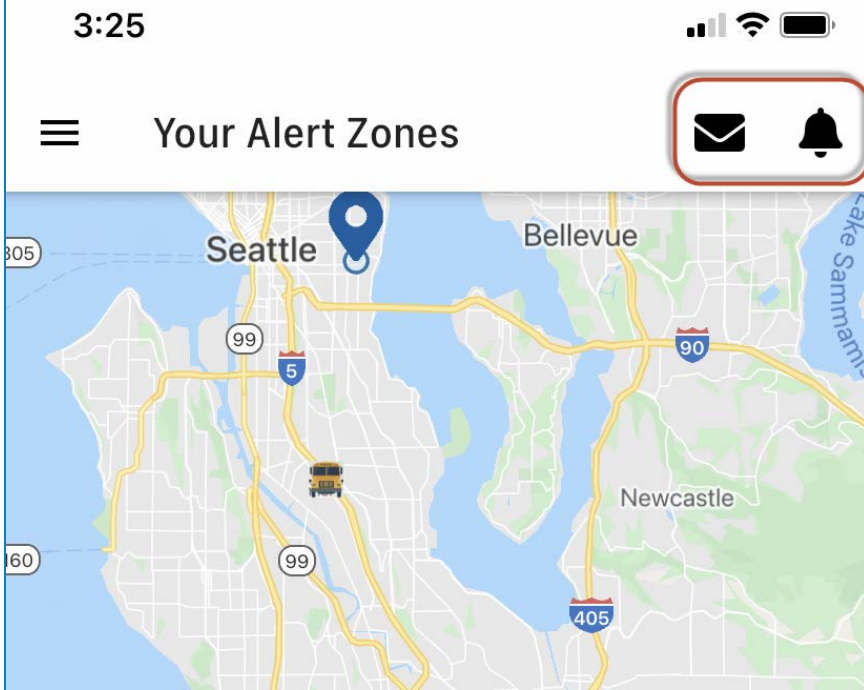
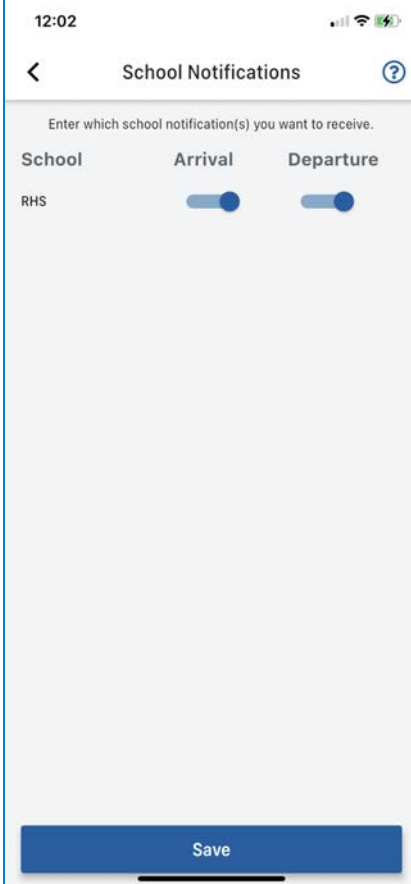Tap **School Notifications** to confirm or change the Times at which the alerts are active — either going to school (Arrival) or returning from school (Departure). Slide the toggle buttons to activate those notifications for the school.
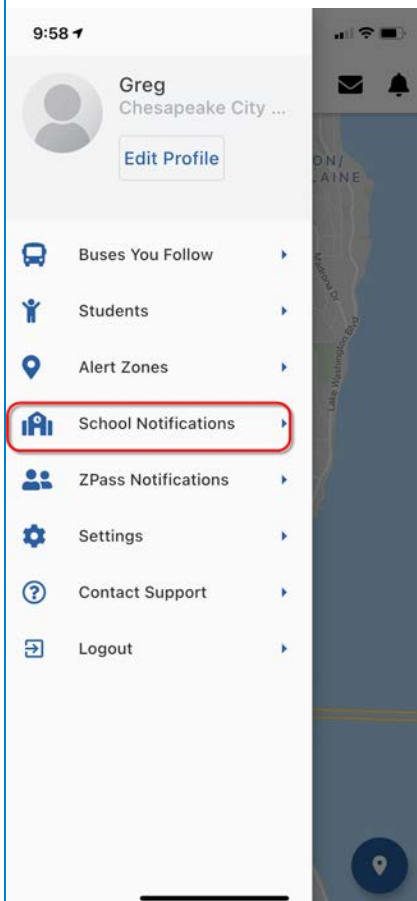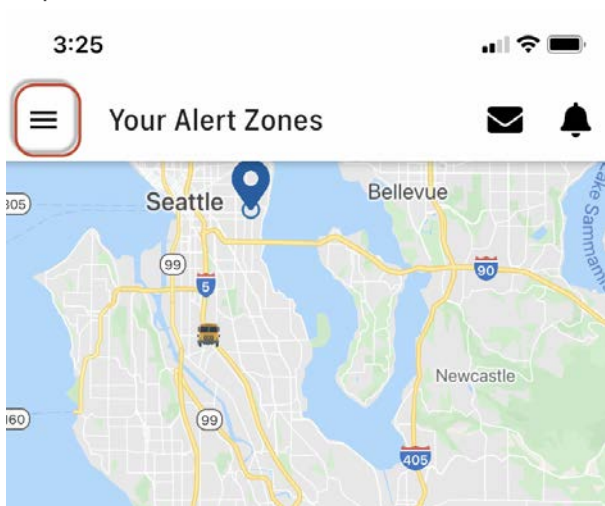
Confirm or Change Student Bell Time

If your school has staggered start and end times during the day (for example, for a special education program), make sure the correct bell time is associated with your student.

1. Tap the Main Menu.

2. Tap **Students**.

3. On the Manage Student's page, tap on your student's name.

4. On the Buses tab, confirm which buses the student rides.

5. On the Bell Times tab, select the correct bell time for your student.

6. Tap **Save.**

MyView Ridership

- How to setup a Ridership account
- How to set up an account for a caregiver
- How to add a student
- How to remove a student
- Z Pass Notifications

How to setup a Ridership account

A MyView Ridership allows you to know when your student has scanned the card reader on the bus. This feature is available only if your school district uses the Z Pass reader on buses and students have been issued a scan card.
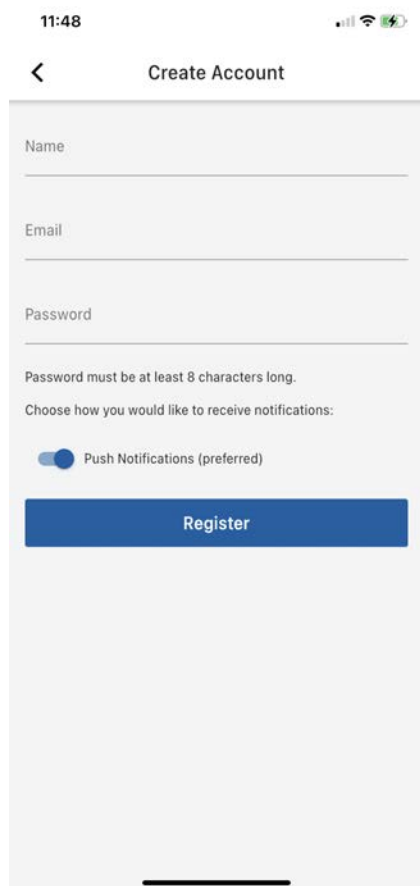
1. Tap the application on your device to open it.
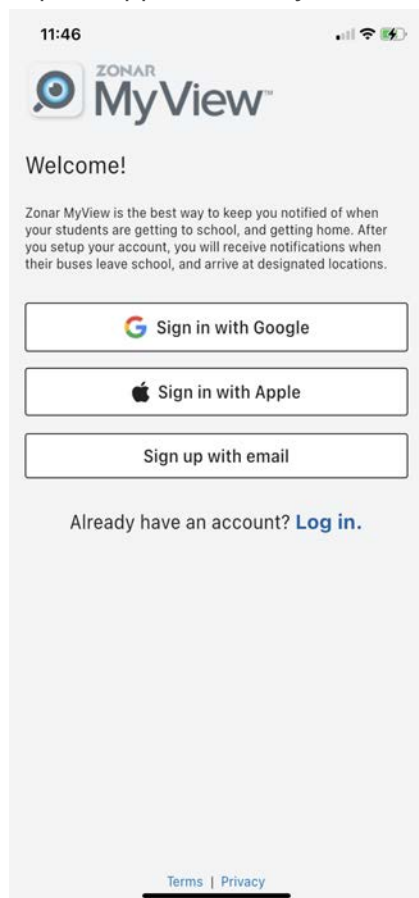
2. Tap one of the sign up/sign in methods:

- Sign in using a Google account
- Sign in using an Apple account
- Create a new account using an email address:

a. Enter your full name and email address.

b. Enter a password used to access the MyView app.

c. Select the method you want to be notified about bus updates (either push notifications through the app or via email).

d. Tap **Register.**

3. Enter the access code provided by your school.

11:49

⑦ ➡

Enter your access code

You should have received an access code from your school district. If you do not have an access code, contact your school.

Access Code

_____

Submit

4. Tap **Submit**.

4:49

⑦ ➡

Enter your student's information.

Their student ID is a unique identification number provided by the school.

Student ID Number
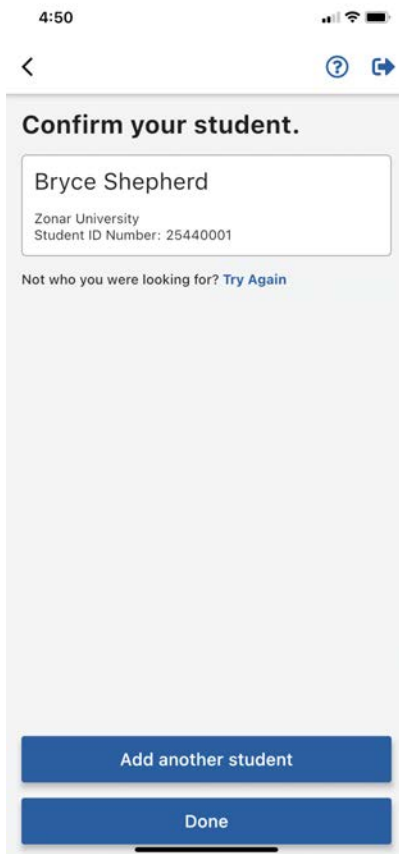
_____

First Name

_____

Last Initial

_____

0/1

Don't know their student ID number?
Contact the school to find their number.

Next

5. Enter your student's information, including the student ID provided by the school.

6. Confirm your student's information and click **Done** or **Add another student** to add another student.

7. Select how you'd like to be notified when your student has scanned on or off their bus. You can select a Push notification through the app, a SMS (text) notification, or both.
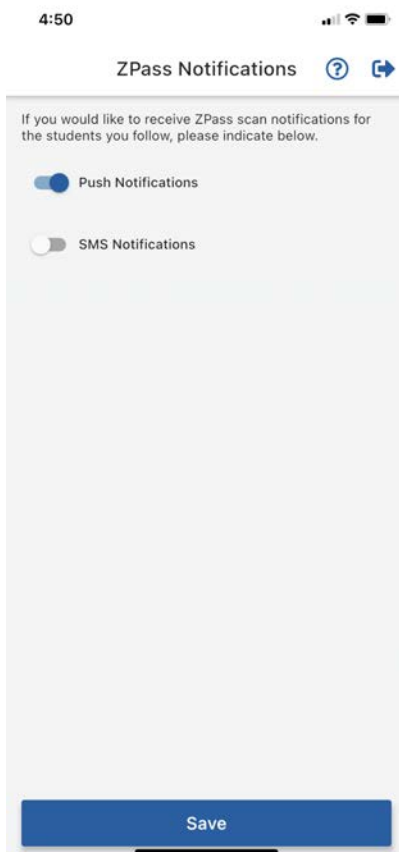
8. Click **Save.**

How to set up an account for a caregiver

The process for creating an account for a caregiver (another family member, a babysitter, or other authorized guardian) is identical to setting one up for yourself. That authorized individual must download the app and follow account setup instructions above.
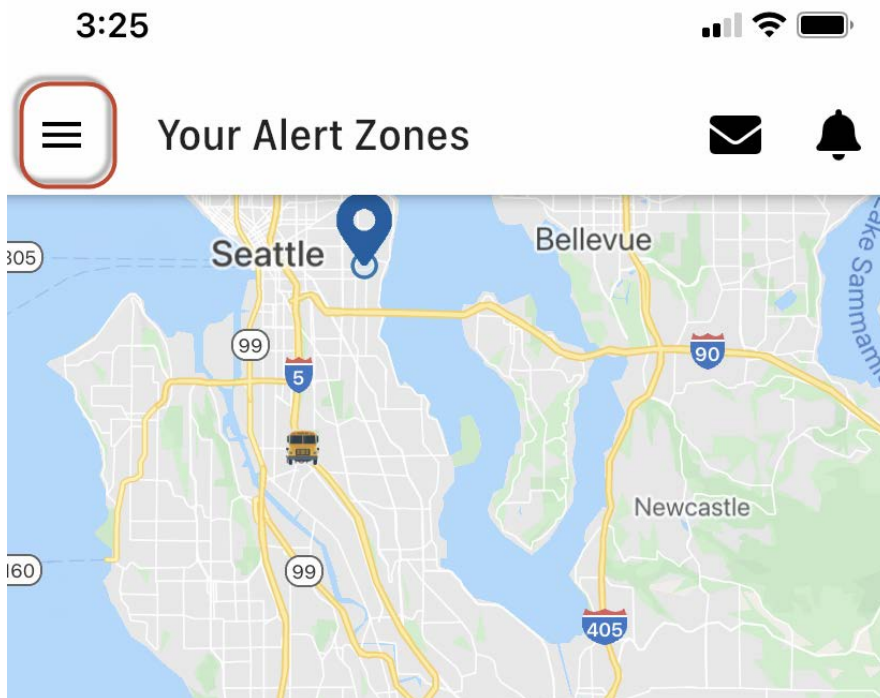
You need to provide that authorized individual with the school access code, student ID, and bus or route number.

The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.
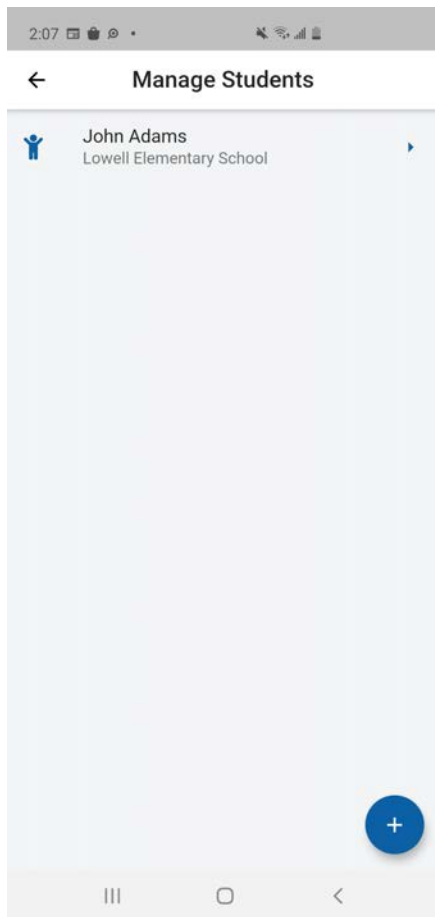
How to add a student

The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.

1. Tap the Main Menu.

2. Tap **Students** or **Add Students.**

3. If you already have a student listed and want to add another student, tap ⊕ in the lower right-hand corner.

4. Enter your student's ID number, first name, and last initial.

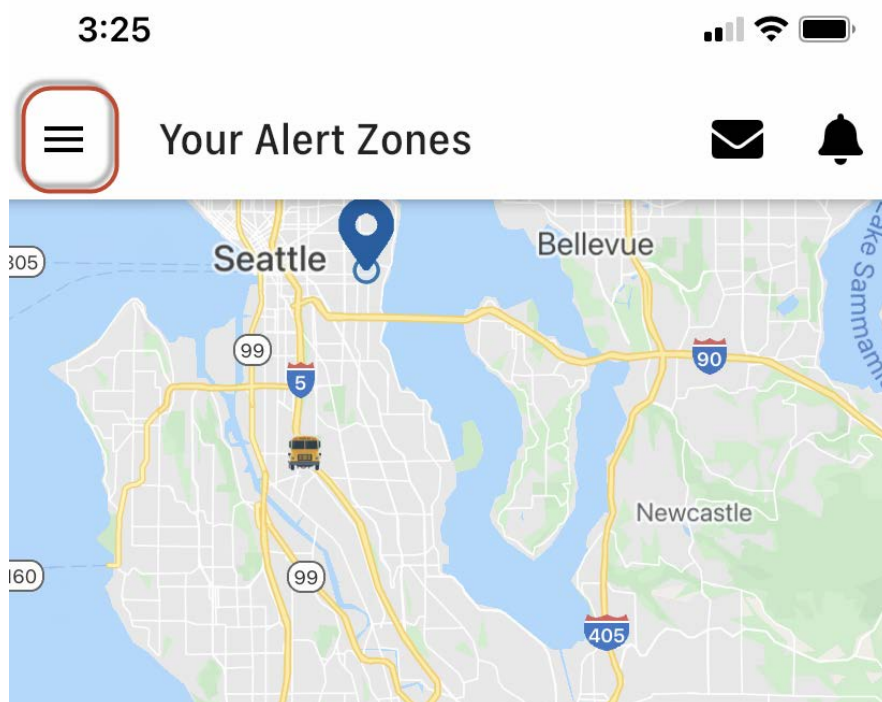5. Tap **Next.**

iOS Users
If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS

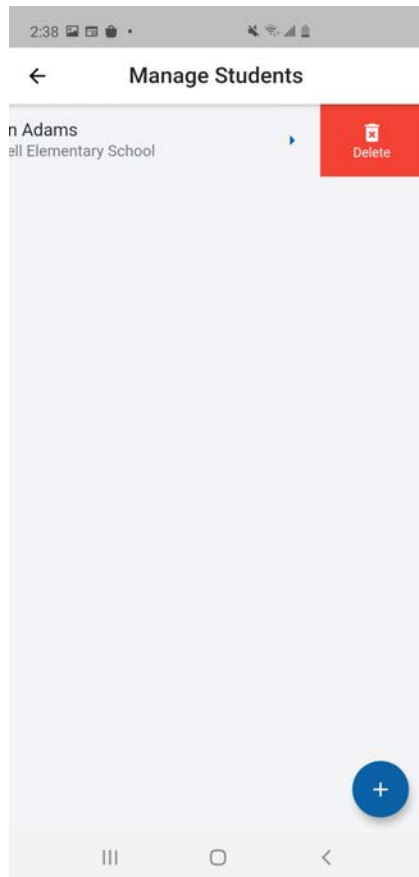keyboard. Tap and hold the apostrophe key to select the correct one.

## How to remove a student

1. Tap the Main Menu.

2. Tap **Students**.

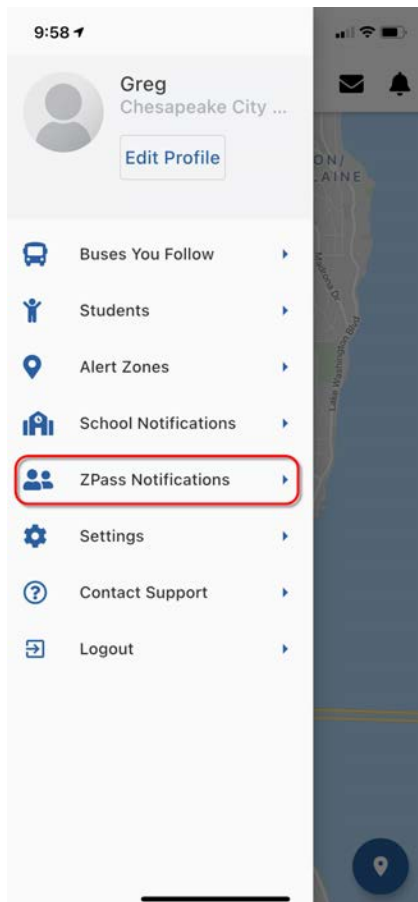3. Swipe left on the student name you want to remove.

4. Tap **Delete**.

Z Pass Notifications

The Z Pass feature allows you to know when your student has scanned the card reader on the bus. This feature is available only if your school district uses the Z Pass reader on buses and students have been issued a scan card.
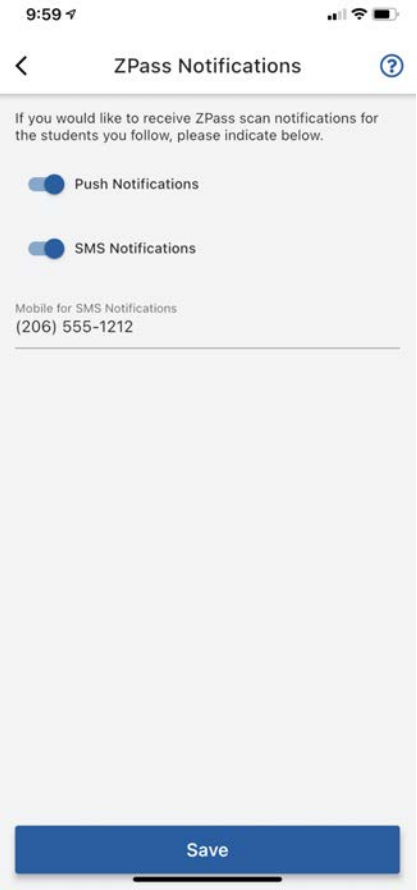
1. Tap the main menu.
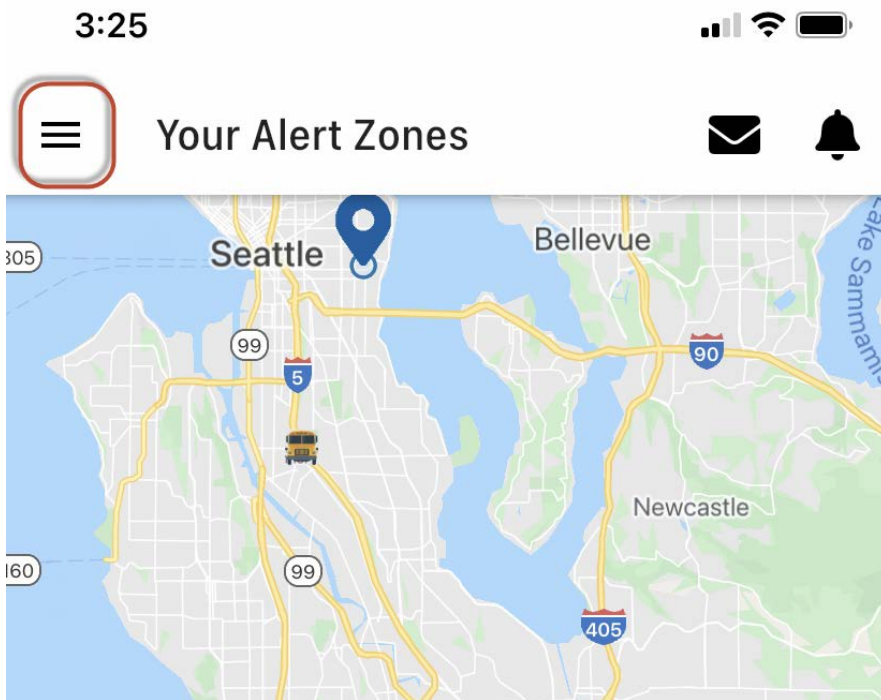
2. Tap **ZPass Notifications**.

3. Select the method that you would like to be notified.

- **Push Notifications** sends notifications through the application.
- **SMS Notifications** sends notifications via text message. You must enter your phone number to receive messages.
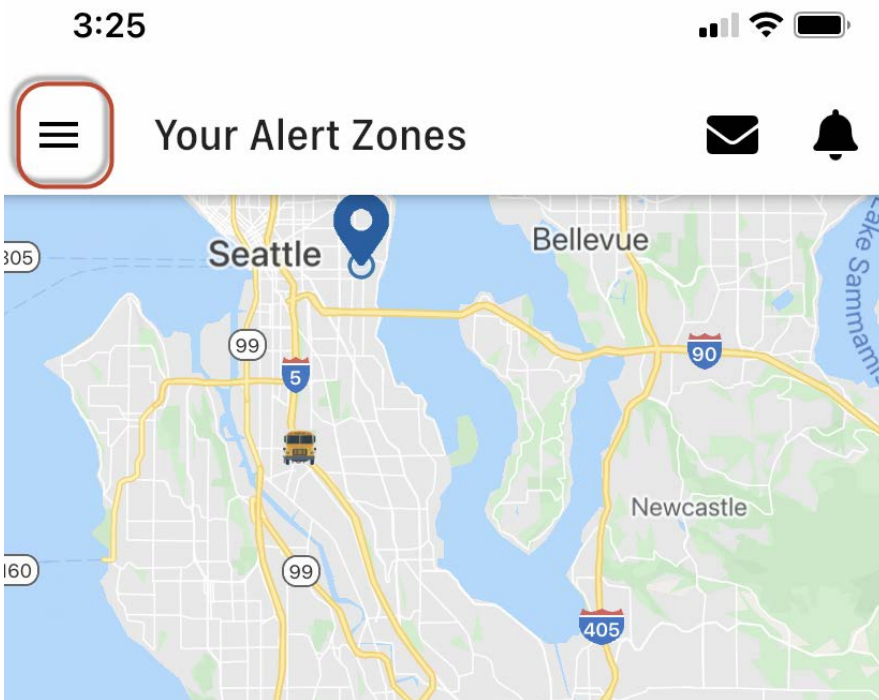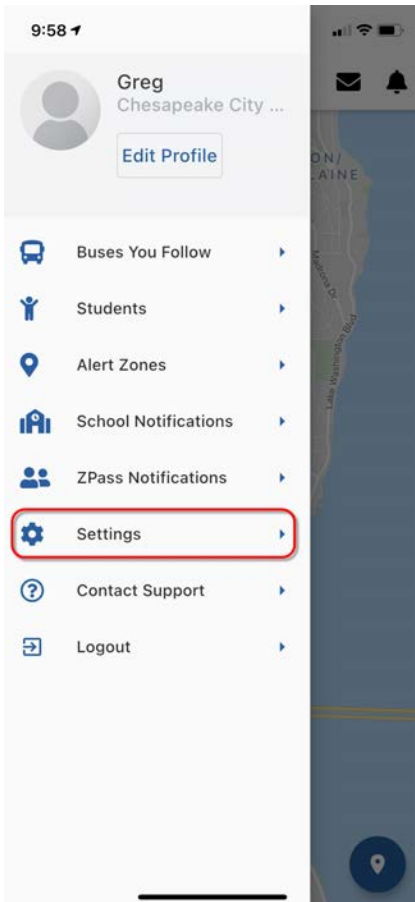
Carrier fees may apply.

Settings

Alert Settings

Under Settings, you can turn off push notifications and edit how often your device auto-refreshes the bus location on your map.

1. Tap the main menu.

2. Tap **Settings**.

3. Toggle **Push Notifications** to turn all notifications —including school messages — off or on.

4. Toggle **Bus Location Refresh Interval** to enable or disable the auto-refresh function on the map. When the auto-refresh function is enabled, you can adjust how often the map refreshes (in seconds) by moving the slider. The

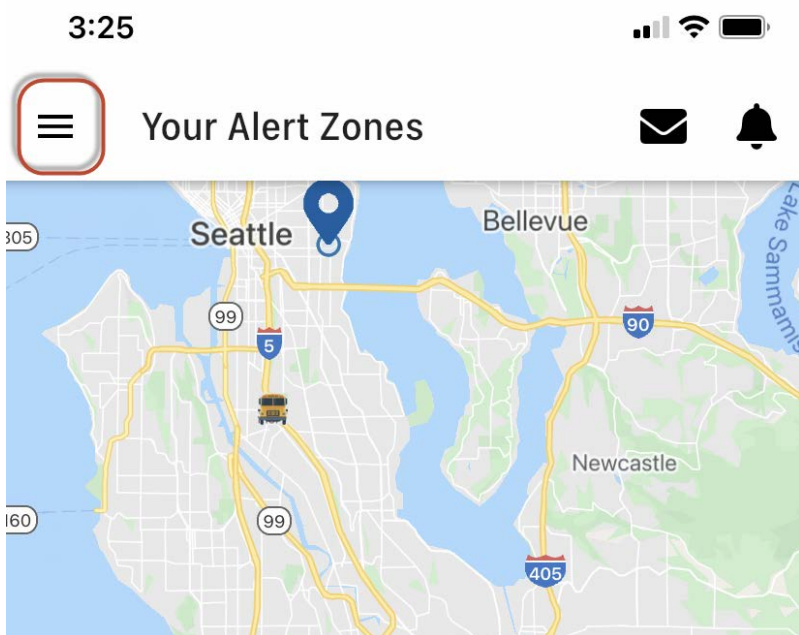lower the number, the more frequently the map refreshes.
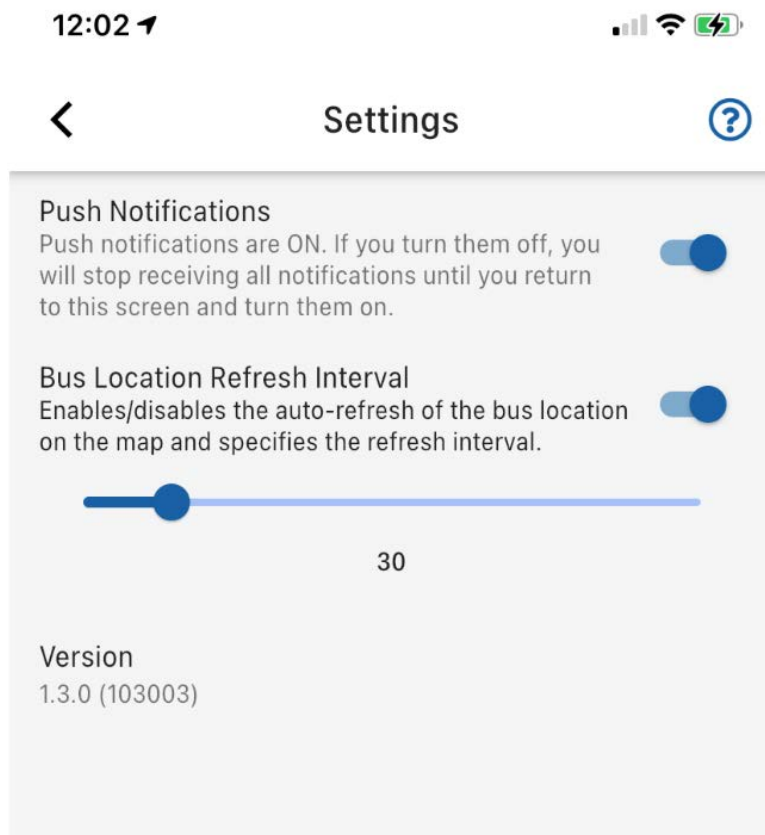
If the GPS unit inside the bus in unable to send data to the cell network, the application cannot provide live bus location data.
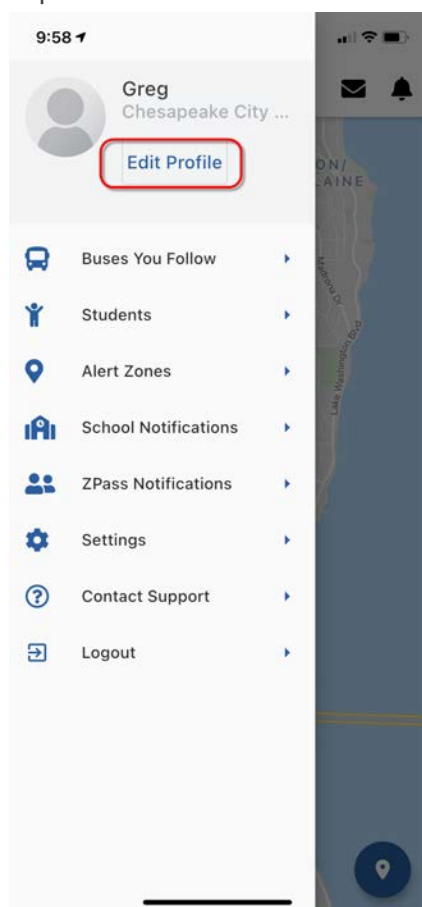
Profile Settings

In Profile Settings, you can change your name and password, or deactivate your account.

1. Tap the main menu.
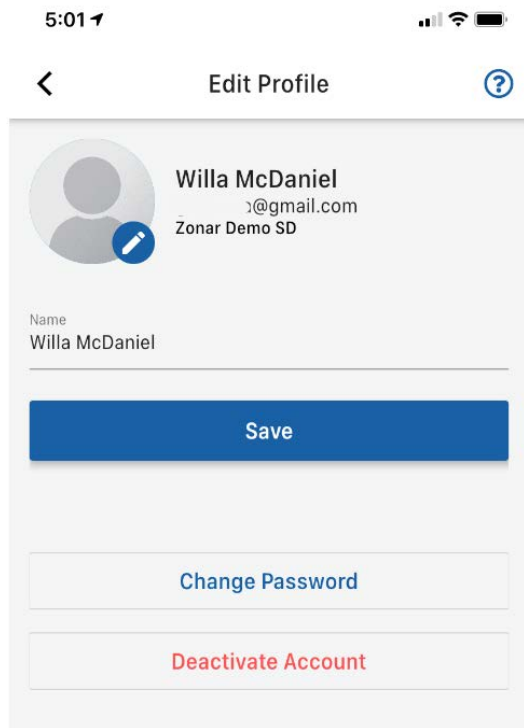

2. Tap **Edit Profile**.

3. Change your name and tap **Save**.

Tap **Change Password** to change your password.

Tap **Deactivate Account,** then confirm to deactivate your account.

Deactivating your account means you will no longer be able to use the email address on file to re-register at a later time. All alert zones and selected student and bus information will no longer be associated with your profile. If you
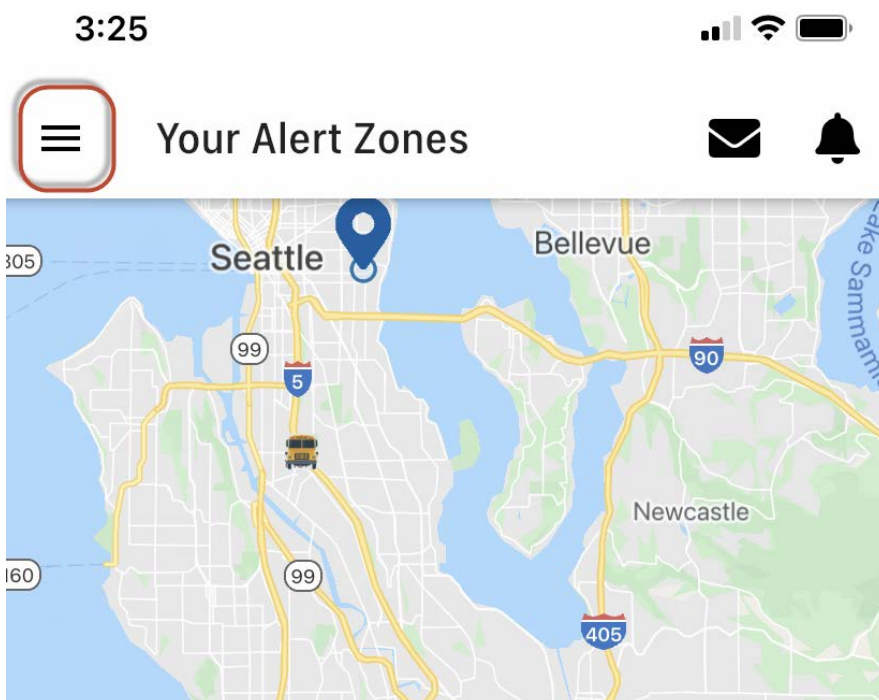
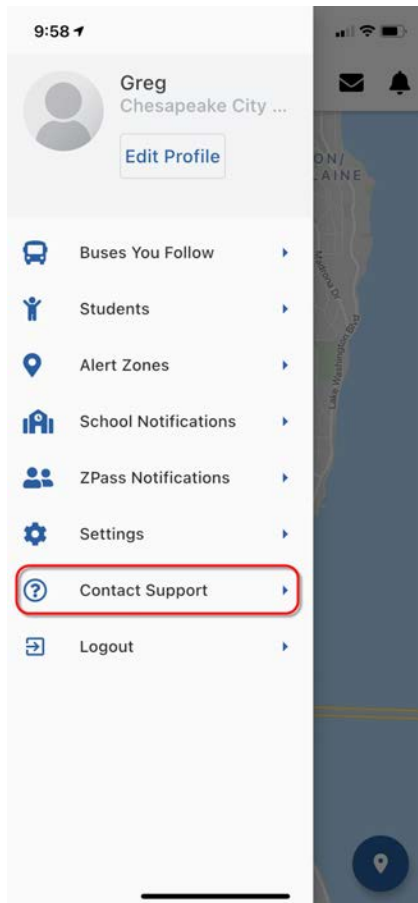register again, you must use another email address.

Support

Under Contact Support, you can access support documentation or send a message to the administrator of MyView for your school.

1. Tap the main menu.

2. Tap **Contact Support**.

3. For Support documentation, click the link at the top of the Customer Support page.

To send a support request, enter your name and email address in the open fields. Select a request category from the drop-down menu, and enter a message in the Message field.

4. Tap **Submit** to send the message.